



COUNTY OF LAKE
invites applications for the position of:

EXTRA HELP LONG-TERM CARE OMBUDSMAN

SALARY: \$ 20.31 per Hour

The Social Services Department is seeking an Extra Help Long-Term Care Ombudsman (Full job description, including minimum requirements are below). This Extra Help position is limited to no more than 25 hours per week and no more than 900 hours per year. Incumbents are paid only for hours worked, and are only entitled to legally mandated benefits, which does not include paid vacation or holidays. Extra help employees do not have status with the County.

Work location is with the Department of Social Services, Lake County Housing Commission and Area Agency on Aging, in Clearlake.

Please complete a hard copy application, available on the County website, the Human Resources Department, or the Lake County Housing Commission and indicate "Long-Term Care Ombudsman" as the title of the position on the application.

Applications may be submitted in person or by mail to the below addresses

Human Resources Department, 255 North Forbes St, Lakeport, CA 95453.

OR

Lake County Housing Commission and Area Agency on Aging, 14092 Lakeshore Drive, Clearlake, CA 95422.

EXTRA HELP LONG-TERM CARE OMBUDSMAN

DEFINITION

Under general direction, to perform a variety of day-to-day ombudsman functions related to the Ombudsman Program; to coordinate volunteer activities for the Ombudsman Program; to provide on-going program analysis and support of the Ombudsman Program operations, planning and program development; to assist with complaint investigations; to prepare required Area Agency on Aging and Ombudsman Program statistics; to serve as a liaison between various stakeholders; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a unique, specialized Long-Term Care Ombudsman classification which performs a variety of tasks related to the Area Agency on Aging and Ombudsman Program. Incumbents are responsible for performing a

variety of day-to-day ombudsman functions related to the Ombudsman Program, including traveling to various long-term care facilities to investigate complaints. Incumbents also perform a variety of functions and activities related to the coordination of volunteers for the Ombudsman Program, which is a volunteer-based program designed to assist older individuals residing in long-term care facilities in the assertion of their civil and human rights. Incumbents are expected to travel to various locations both inside and outside of the County in the performance of their assigned duties. This is a discrete classification. Incumbents are subject to "call back" to respond to urgent situations outside of scheduled work hours including nights, weekends, and holidays.

REPORTS TO

Area Agency on Aging Program Coordinator; Social Services Director. May also receive lead direction, work coordination and training from high-level staff assigned as AAA Director.

CLASSIFICATIONS SUPERVISED

May provide lead direction, work coordination, and training, as assigned.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Provides a variety of day-to-day ombudsman functions at various long-term care facilities; visits long-term care facilities on a regular basis; investigates complaints and abuse cases, attempting to resolve the complaint, and contacting appropriate licensing agencies as needed; serves as a witness for Durable Power of Attorney for Health Care; assists with pre-placement consultations and coordinates communications with all stakeholders; coordinates volunteer ombudsman activities, including recruitment, training, monitoring, evaluating, and assigning ombudsman to various facilities; serves as a liaison between facilities and assigned ombudsman; facilitates support groups and trainings for volunteers; obtains information for, and completes required Department of Social Services and State reports, questionnaires, surveys, and related information requests; maintains a variety of files and computer databases related to the program; assists with data and information gathering requirements of program operations, including but not limited to, client demographic data, staff and client surveys, information from other agencies and internal department sources; serves as the Ombudsman Program representative on committees, task forces, and/or councils representing the needs of elderly and disabled adults; attends meeting, training and/or conferences, as assigned; participates in ongoing program analysis and support; assists in the development of policies and procedures; prepares statistical reports; coordinates communication with relevant stakeholders.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, FAX, and other related peripheral equipment such as printers and scanners.

TYPICAL WORKING CONDITIONS

Work is performed in office, community, long-term care facilities, and driving environments; continuous contact with other staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Functions, principles and operations of public social services programs.

- Federal, State and local laws, rules and regulations governing services for seniors and people with disabilities.
- Community resources available for seniors and people with disabilities.
- Best practices in mediation and intermediary services.
- Policies, procedures, and programs of the department.
- Research and information gathering methods and procedures.
- Computers and software used by the Ombudsman Program.
- Socio-economic conditions and trends.
- Goals and purposes of public assistance and social services programs.
- General principles of public assistance policies and programs.
- Principles of lead direction, work coordination, and training.

Ability to:

- Provide lead direction, work coordination, and training, as assigned.
- Gather information and draw appropriate conclusions.
- Effectively gain the trust of residents in long-term care facilities, acting as a trusted intermediary between clients and long-term care facilities and/or other agencies.
- Provide effective mediation between various stakeholders.
- Read, interpret, explain and apply a variety of federal, state and county rules, regulations, policies and procedures.
- Assist in the development, revision, and implementation of departmental policies and procedures, as assigned.
- Define organizational, procedural and resource allocation problems.
- Collect, organize, and evaluate data, drawing logical conclusions and making appropriate recommendations.
- Prepare clear, concise, and complete reports, correspondence, directives, and manuals.
- Effectively communicate both in group and individual settings.
- Review, analyze, and evaluate situations and problems independently, and respond appropriately.
- Communicate effectively both orally and in writing.
- Effectively communicate with people from diverse ethnic and cultural backgrounds.
- Work independently and accept increasing responsibility.
- Collect, interpret, and evaluate narrative and statistical data.
- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines.
- Constantly demonstrate cooperative behavior with colleagues, supervisors, and customers/clients.

Training and Experience:

Any combination of training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Two (2) years of administrative or analytical experience in a public or private social service agency in a position that required analysis, interpretation and implementation of complex rules and regulations.

OR

Two (2) years in a public or private social service agency providing casework services to an elderly, disabled, or disadvantaged population in a position that required independent analysis, interpretation and implementation of complex rules and regulations.

Special Requirements:

Successful completion of Ombudsman Certification Training to become certified as a State Long-Term Care Ombudsman within 90 days of appointment.

Incumbent must maintain compliance with California mandated certification and training requirements for this position.

A successful candidate will be required to submit to, and pass a background check prior to appointment. Depending upon the position and/or assigned department the background check may include, but is not limited to: civil and criminal history check, reference check, Livescan, and/or credit check (as allowed under state law).

Possession of, or ability to obtain, an appropriate valid California Driver's license.

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